

MAINE'S AGING & DISABILITY RESOURCE DIRECTORY

2014



Paul R. LePage, Governor

*Aging and Disability
Services*

*An Office of the
Department of Health and Human Services*

Mary C. Mayhew, Commissioner



State of Maine

Paul R. LePage
Governor

Mary C. Mayhew, Commissioner
Department of Health and Human Services

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Toll Free Nationwide: 1-800-262-2232
Dial 711 (Maine Relay)



Maine's Aging & Disability Resource Directory
is also available on the Internet



www.maine.gov/dhhs/oads

If your organization is listed in this Resource Directory and you need to make any changes or corrections, please contact the Office of Aging and Disability Services at (207) 287-9200. Updates will be made in a future edition.

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211 Maine

2-1-1 Maine is a comprehensive statewide directory of over 8,000 health and human services available in Maine. The toll free 2-1-1 hotline connects callers to trained call specialists who can help 24 hours a day, 7 days a week. Finding the answers to health and human services questions and locating resources is as quick and easy as dialing 2-1-1 or visiting:

www.211maine.org

Aging and Disability Resource Centers (ADRC)

OADS is committed to implementing a No Wrong Door or One Stop Shop system throughout the state. No Wrong Door is an Aging and Disability Resource Center (ADRC) where people can receive information about services and support.

The ADRC creates a single, coordinated system of information and access for all persons seeking long term supports and services. The objectives are to reduce consumer confusion, build consumer trust and respect by enhancing individual choice and informed decision-making, and break down barriers to community-based living by giving consumer's information about the complete spectrum of private and public long-term care options. ADRCs are available statewide.






Anyone can call their Aging and Disability Resource Center to receive help in many ways. There is no charge for the assistance you receive.

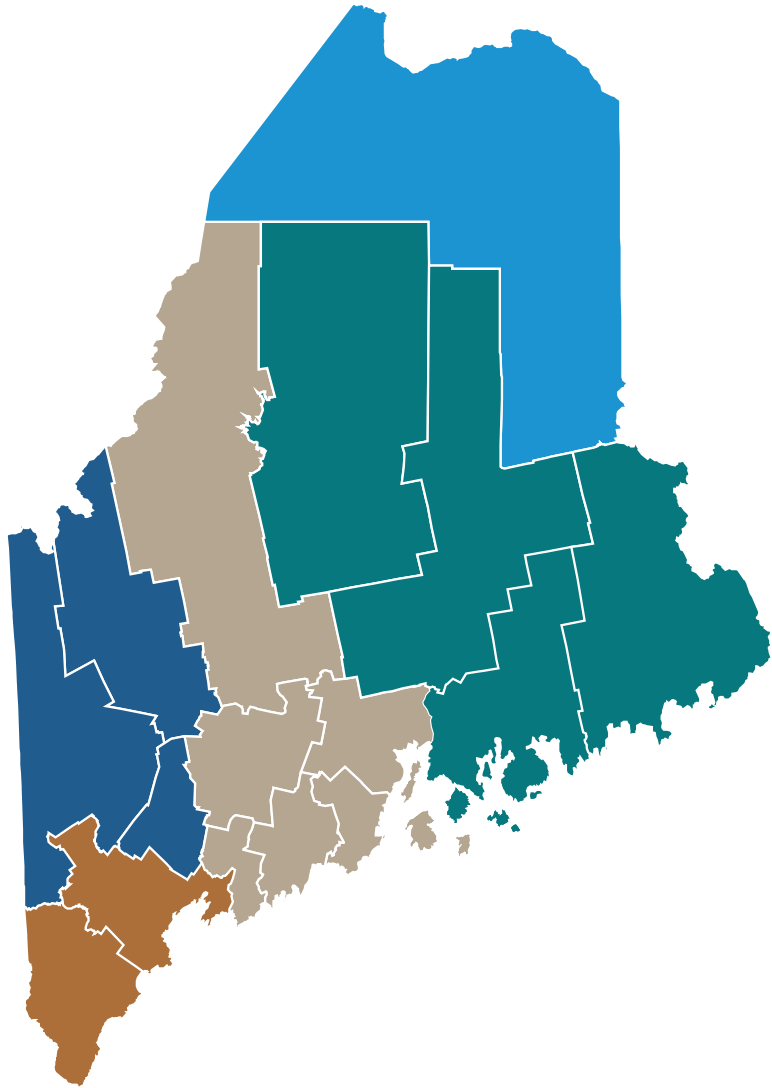
- Information and referrals
- Service information
- Medicare/Health Insurance counseling
- Educational Opportunities

Aging and Disability Resource Centers (ADRC)

- Options Counseling
- Advocacy
- Caregiver Support Services
- Healthy Aging Programs

Call ADRC Maine at 1-877-353-3771

-  Aroostook AAA/ADRC
-  Eastern AAA/ADRC
-  Spectrum Generations AAA/ADRC
-  SeniorsPlus AAA/ADRC
-  Southern Maine AAA/ADRC



www.maine.gov/dhhs/oads/aging/resource/adrc.html

Call the Aging and Disability Resource Center nearest you for comprehensive information and assistance on long-term services and supports. Maine's five ADRCs (also known as Area Agencies on Aging) now provide complete information on long-term services and supports to seniors, people with disabilities of any age, and family members – whether the need is now, or for the future – ADRCs are designed to help guide you through the maze of long-term care options available these days – from home-based care, care options available in your community, up through care in an institution.

You may call ADRC Maine at 1-877-353-3771 from anywhere in Maine. Office hours are 8:00 - 4:30 Monday through Friday. To contact the ADRC that serves the town you live in, or call your ADRC directly using the numbers that follow:

Aroostook Agency on Aging (*Aroostook County*)

One Edgemont Drive, Suite 2, PO Box 1288, Presque Isle, ME 04769

Voice (207)764-3396

Toll Free 1-800-439-1789

TTY (207)992-0150

Office Hours 8am-4:30pm, Monday-Friday

www.aroostookaging.org

Eastern Agency on Aging (*Hancock, Penobscot, Piscataquis and Washington Counties*)

450 Essex Street; Bangor, ME 04401-3937

Voice (207)941-2865

Toll Free 1-800-432-7812

TTY (207)992-0150

Office Hours 8am – 4:30pm, Monday-Friday

www.eaaa.org

SeniorsPlus (*Androscoggin, Franklin and Oxford Counties*)

8 Falcon Road, Lewiston, ME 04243-0659

Voice (207)795-4010

Toll Free 1-800-427-1241

TTY (207)795-7232

Office Hours 8:30am-4:30pm, Monday-Friday

www.seniorsplus.org

Spectrum Generations (*Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties, Brunswick and Harpswell*)

One Weston Court, PO Box 2589, Augusta, ME 04338-2589

Voice (207)622-9212

Toll Free 1-800-639-1553

TTY (207)623-0809

Toll Free TTY 1-800-464-8703

Office Hours 8am – 4:30pm, Monday-Friday

www.spectrumgenerations.org

Southern Maine Agency on Aging (*Cumberland, except Brunswick and Harpswell, and York Counties*)

136 U.S. Route 1, Scarborough, ME 04074

Voice (207)396-6500
Toll Free 1-800-427-7411
TTY (207)883-0532
Fax..... (207)883-8249
Office Hours 8am – 4:30pm, Monday-Friday

www.smaaa.org

Eldercare Locator

The Eldercare Locator is a public service of the Administration on Aging and the U.S. Department of Health and Human Services. It is a nationwide service that connects older Americans and their caregivers with information and senior services.

Choose from a number of topics and receive information, or learn about services available locally.

Toll Free 1-800-677-1116

www.eldercare.gov

Adult Day Services

Adult Day Service programs are designed to provide older adults and adults with disabilities with community-based services including: structured social, recreational, education and therapeutic activities; limited health services and health monitoring; meals; supervision; help with activities of daily living and personal care services; and information and referrals.

Adult Day Services programs promote personal independence through a variety of activities offered to participants based on individual needs and interests. These services also provide respite for caregivers. Maine’s Adult Day Service programs are licensed as medical and social models. For more information and a complete list of licensed Adult Day Care facilities, please call or write:

DHHS Office of Professional and Occupational Regulation

41 Anthony Avenue, #11 State House Station, Augusta, ME 04333-0011

- Voice (207)287-9300
- Toll Free 1-800-791-4080
- Toll Free Dial 711 (Maine Relay)

You can also visit the Division of Licensing and Regulatory Services at:

http://gateway.maine.gov/dhhs-apps/rcare/adc_search.asp

An assessment may be needed to determine an individual’s functional and financial eligibility for long term care services including Adult Day Services. The Medical Eligibility Determination form is an assessment that helps individuals and families understand what services are available to them and to plan for service needs. To find out if an assessment is needed you may call an adult day provider directly, or connect with your local Area Aging on Aging/Aging and Disability Resource Center listed on pages 2-5.

Adult Protective Services

The Office of Aging and Disability Services provides or arranges for services to protect incapacitated and dependent adults age 18 and over. If you or someone you know is being abused, neglected, exploited or is unsafe, call Adult Protective Services to make a confidential report.

- Nationwide 24-hour, toll-free 1-800-624-8404
- Toll Free Dial 711 (Maine Relay)

Alcoholism and Substance Abuse

The Information & Resource Center of the Office of Substance Abuse provides information about alcohol and other drugs, substance abuse prevention, treatment, research and education. For more information, call or write:

DHHS/Office of Substance Abuse & Mental Health Services Information & Resource Center

#11 State House Station, 41 Anthony Avenue, Augusta, ME 04333

Voice (207)287-8900

Toll Free (in Maine only) 1-800-499-0027

Toll Free Dial 711 (Maine Relay)

www.maine.gov/dhhs/samhs

Alzheimer's Care and Support

Services for people with Alzheimer's disease or other dementias, and their caregivers include diagnosis and evaluation at memory clinics, adult day services, in-home and overnight respite, home care services, and special care units in residential care and nursing facilities. For information about these services call your local area agency on aging listed on pages 2-5.

DHHS/Office of Aging and Disability Services

#11 State House Station, 41 Anthony Ave, Augusta, ME 04333-0011

Voice (207)287-9200

Toll Free (Nationwide)..... 1-800-262-2232

Toll Free Dial 711 (Maine Relay)

Respite may provide several hours a week of time off from your care giving duties occasionally or on a regular basis. Respite can be provided at home, an adult day care program or overnight. Up to two weeks a year of overnight respite is offered at certain nursing residential care facilities. The "Partners in Caring" program at your local Agency on Aging may help to cover the cost of these respite services. See pages 2-5 for the Area Agency on Aging that serve the area you live in. The Agencies on Aging can provide information and support to caregivers of persons with dementia.

Information, education and support services for people with dementia and their families are available through the Alzheimer's Association, Maine Chapter. Referral and resource information on Alzheimer's disease and related disorders, symptoms, diagnosis, caregiving issues and county-by-county lists of dementia

specific services are available at no charge. Information, care consultation, and a sympathetic listener are available 24 hours a day through their statewide toll-free Helpline.

Staff social workers provide in-depth care management as requested. Educational conferences, workshops and training seminars are regularly scheduled in a variety of locations for family and professional caregivers. Additional services include support groups statewide and Safe Return, a nationwide program for people with dementia who wander and become lost. The Association publishes a free, quarterly newsletter with up-to-date articles on research, caregiving issues, and a calendar of events. Free information packets are sent upon request.

Alzheimer’s Association, Maine Chapter

383 U.S. Route 1, Suite 2C, Scarborough, ME 04074

- Helpline (available 24/7) 1-800 -660-2871
- Business (207)772-0115
- Fax (207)772-3705

www.alz.org/maine

Geriatric Evaluation Centers

Memory Clinic (Cary Medical Center)

- Caribou (207)498-3111 (ext.1394)

www.carymedicalcenter.org/our-services/specialty-clinics

Maine Medical Center Outpatient Geriatric Center

- Portland 04101 (207)662-2847

www.mmc.org/mmc_body.cfm?id=4966

Neurology Associates of Eastern Maine

- Bangor 04401 1-800-208-0558

www.neurologyeasternmaine.com

SeniorCare (Maine General Health) Family Medicine Institute

- Augusta 04330 (207)626-1561

www.mainegeneral.org/body.cfm?id=64

The Center for Healthy Aging

Bangor 04401 (207)973-7094

www.rosscare.org/our-programs.aspx?id=51750

Maine's Savvy Caregiver Project provides a 6-session training program for caregivers of people with dementia living in the community. The course helps family members understand their role as caregivers, provides knowledge of dementia and its impact, and teaches skills for effective caregiving. Strategies learned at training will lead to an attitude that fosters confidence and a sense of mastery for successful caregiving.

For information about the training, contact the Office of Aging and Disability Services at (207)287-7134 or go to www.maine.gov/dhhs/oads/aging/events.htm for the statewide schedule of training.

American Red Cross in Maine

MISSION

The American Red Cross is a humanitarian organization, led by volunteers that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

Each chapter is governed by a local board of directors and must raise 100% of the funds necessary to prepare and respond to the needs of Maine from local individuals, corporations and foundations.

www.redcross.org/me

Southern Maine Headquarters

2401 Congress Street, Portland, ME 04102

Voice (207)874-1192

Fax (207)874-1976

York County Service Center

5 Washington Street, Suite 31, Biddeford, ME 04005

Voice (207)283-8579
Fax (207)283-9829

ARC of United Valley

1180 Lisbon Street, Lewiston, ME 04240

Voice (207)795-4004
Fax (207)795-4037

Mid Coast Chapter American Red Cross

16 Community Way, Topsham ME 04086

Voice (207)729-6779
Fax (207)729-2738

Pine Tree Red Cross

122 Target Industrial Circle, Bangor, ME 04401

Voice (207)941-2903
Fax (207)941-2906

Disaster Services

The American Red Cross assists families who are victims of single-family fires, apartment fires, large natural disasters such as floods and hurricanes, man-made disasters, and other emergency situations. This is accomplished by volunteers who are ready at a moment’s notice to offer disaster relief in the form of mental health counseling, shelter, and many times vouchers for food, clothing, household items, occupational supplies, verified prescriptions, funeral expenses, utility deposits, and first month’s rent. All disaster assistance is free.

Education and Training

Education and training courses such as CPR, First Aid, and Water Safety are skills every family and business should learn. You never know when you may need to help – a stranger on the street, a co-worker at lunch, or even your own family member at the dinner table. Quality instructors can teach you the skills you need to know if you are ever called upon to help save a life, and the training can be held at the Red Cross or your workplace.

International Services

American Red Cross International Services supports humanitarian relief around the world. Besides tracing relatives lost during disasters or wars, this vital part

of the Red Cross also provides the following services: educating the public about international humanitarian law, responding with personnel, financial aid, and very specific donations of products in response to appeals for relief assistance in armed conflicts and international disasters, and helping to strengthen Red Cross and Red Crescent societies in other nations by sharing the expertise and resources of the American Red Cross.

Armed Forces Emergency Services

Armed Forces Emergency Services began in 1900 when the U.S. Congress issued a charter to the American Red Cross requiring it to act “in accord with the military authorities as a medium of communication between the people of the United States and their Armed Forces...” and since that charter was issued, the Red Cross has provided not only emergency communications and case management, but other important services to help members of the armed forces and their families.

Financial assistance is also provided to military families in the form of interest-free loans or grants during times of emergency.

Volunteer Opportunities

• Disaster Relief • Education and Training • Committees • Emergency Services
• Nursing • Internships • Service to Military Families • Communication / Public Relations • Administrative Work • International Services • Resource Development

Assessment for Long-Term Care Support and Services

Long-term care includes home care services or services in residential or institutional settings. The State of Maine Long-term Care Assessment is for anyone who needs long-term care services and wants to know which ones are available and affordable. The first step is a telephone screen to make sure you need an assessment.

If you do, there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse uses a form called the “MED” (Medical Eligibility Determination form). The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help

you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions.

For more information, or to have a telephone screen, call Goold Health Systems
Toll Free 1-800-609-7893
Or 1-800-832-9672
TTY Helpline (207)622-3210

www.ghsinc.com/clients/maine

The free assessment is available throughout the state and is required for anyone entering a nursing home. If you have additional questions call:

Office of Aging and Disability Services

Voice (207)287-9200
Toll Free (Nationwide)..... 1-800-262-2232
Toll FreeDial 711 (Maine Relay)

The free assessment is available throughout the state and is required for anyone entering a nursing home.

www.maine.gov/dhhs/oads/

Assisted Living

Adult Family Care Homes are residences where six or fewer people who meet medical eligibility requirements live in a homelike setting and can receive personal care, medication management and supervision.

Assisted Living Residences - Maine provides a variety of Assisted Living Residences to meet the needs of its citizens. Independent Housing with Services has private apartments, central dining and supportive services for occupants.

For a list of Assisted Living Facilities visit the Division of Licensing and Regulatory Services at:

<http://gateway.maine.gov/dhhs-apps/rcare>

Assisted Technology

A wide range of independent living services are available for adults of all ages with disabilities. These services may include:

- Adaptive Equipment Loan Program
- Independent Living Skills Instruction
- Adapted Driver Evaluation and Training
- Adaptive and Mobility Equipment (high and low-tech) and Selection (trial rentals)
- Adapted Transportation
- Access Design Consultation
- Information and Referral
- Personal Care Attendant (PCA) Services for adults who want to manage their own services.

For more information contact:

ALPHA ONE

Bangor	1-800-300-6016
Presque Isle	1-800-974-6466
South Portland	1-800-640-7200

www.alphaonenow.org

Two other agencies that focus on services for persons with disabilities:

Maine Consumer Information and Technology Training Exchange (CITE) has information about policies, programs and funding resources.

Augusta	(207)621-3195
In-State	1-877-475-4800
Fax.....	(207)629-5429

www.icdri.org/legal/maine.htm

Technical Exploration Center of United Cerebral Palsy of Northern Maine has information and samples of high and low-tech assistance devices for people to try out. The Center also does assistance technology evaluations.

Bangor	(207)941-2952
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www.mainecite.org

Blind and Visually Impaired Services

www.maine.gov/rehab/dbvi/index.shtml

Augusta

21 Enterprise Dr, Suite 2, 73 State House Station, Augusta, ME 04333-0073

Voice (207)624-5120
Toll Free 1-800-760-1573
Or 1-888-633-0770

Bangor

45 Oak Street, Suite 1, Bangor, ME 04401

Voice (207)561-4000
Toll Free 1-888-545-8811

Lewiston

5 Mollison Way, Lewiston, ME 04240

Voice (207)753-9000
Toll Free 1-800-741-2991

Portland

185 Lancaster Street, Portland, ME 04101

Voice (207)771-5627
Toll Free 1-877-594-5627
TTY Toll Free 1-888-212-6229

Presque Isle

66 Spruce Street, Presque Isle, ME 04769-3222

Voice (207)760-6300
Toll Free 1-800-635-0357
TTY Toll Free 1-800-697-2877

Rockland

91 Camden Street, suite 202, Rockland, ME 04841-9914

Voice (207)596-2641
Toll Free 1-877-421-7916
Or 1-888-212-6229

Brain Injury Services

MaineCare (Maine's Medicaid Program) has services available to qualifying individuals who have sustained an acquired brain injury.

Who can participate?

You must be 18 years old, qualify for MaineCare, have had an acquired brain injury (as defined below), and meet the level of care for the type of service you are seeking.

In Maine, a qualifying brain injury is an insult to the brain resulting directly or indirectly from trauma, infection, anoxia, or vascular lesions, and not of a degenerative or congenital nature, but which may produce a diminished or altered state of consciousness resulting in impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment. This does not include brain injuries that are induced by birth.

What kinds of services and supports are available?

Neurorehabilitation Outpatient Service

The services are designed to address the unique medical, physical, cognitive, psychosocial, and behavioral needs of qualified individuals with an acquired brain injury on an outpatient basis.

Residential Services

Group home living options are available for qualified individuals with an acquired brain injury who need 24/7 living support.

For more information, contact: Maine Department of Health and Human Services, Office of Aging and Disability Services at (207)287-9200.

Community/Online Resources

Brain Injury Association of America

www.biausa.org

Brain Injury Information Network (of Maine)
www.biin.org

State of Maine Other Related Conditions Waiver Program

MaineCare has services available to qualifying individuals who have a diagnosed other related conditions and meet the qualifying level of care.

Who can participate?

You must be 18 years old, qualify for MaineCare, have a condition that meets the other related conditions eligibility criteria, and meet the level of care for the type of service you are seeking.

What kinds of services and supports are available?

Group home living options are available for qualified individuals who need 24/7 living support. Support is also available for individuals living in their own home or a supported apartment setting.

For more information, contact: Maine Department of Health and Human Services, Office of Aging and Disability Services at (207)287-9200.

Community Action Programs

Contact these agencies for energy assistance, home weatherization or repair, transportation.

Aroostook County Action Program

771 Main Street, PO Box 1116, Presque Isle, ME 04769
Voice (207)764-3721
Toll Free 1-800-432-7881
<http://acap-me.org>

Midcoast Maine Community Action

34 Wing Farm Parkway, Bath, ME 04530
Voice (207)442-7963

Toll Free 1-800-221-2221

<http://midcoastmainecommunityaction.org>

Community Concepts

PO Box 278 (Market Square), South Paris, ME 04281

Voice (207)743-7716

In-State Only 1-800-866-5588

www.community-concepts.org

Kennebec Valley Community Action Program

97 Water Street Waterville, ME 04901

Voice (207)859-1500

22 Armory St Rm. 15, Augusta, ME 04330

Voice (207)622-4761

www.kvcap.org

Penquis Community Action Program

262 Harlow Street, PO Box 1162, Bangor, ME 04401

Voice (207)973-3500

Toll Free 1-888-424-0151

www.penquis.org

The Opportunity Alliance

510 Cumberland Avenue, Portland, ME 04101

Voice (207)874-1140

Toll Free 1-800-698-4959

www.opportunityalliance.org

Waldo County Community Action Partners

9 Field Street, PO Box 130, Belfast, ME 04915

Voice (207)338-3025

Toll Free 1-800-498-3025

<http://waldocap.org>

Washington-Hancock Community Action Agency

PO Box 219, Machias, Me 04654

Voice (207)546-7544

Toll Free (9-11a.m.) 1-800-828-7544

2nd Location WHCA

248 Bucksport Rd., PO Box 299, Ellsworth, Me 04605

Voice (207)-664-2424

<http://www.whcacap.org>

Western Maine Community Action

Church Street, PO Box 200 , East Wilton, ME 04234

Voice (207)645-3764

<http://wmca.org>

York County Community Action Corporation

6 Spruce Street, PO Box 72, Sanford, ME 04073

Voice (207)324-5762

Toll Free 1-800-965-5762

<http://www.yccac.org>

Consumer Fraud

Maine consumers are protected against fraud and unfair and deceptive practices by a variety of state laws. To learn more about your rights as a consumer, or to file a general fraud complaint, call or write:

Consumer Mediation Service

Attorney General's Office

#6 State House Station, Augusta, ME 04333

Voice (207)626-8849

Local/Out-of-State TTY (207)626-8865

Email: consumer.mediation@maine.gov

Hours: Monday-Friday, 9am-12pm, 1pm-4pm

www.maine.gov/ag/consumer/complaints/index.shtml

The Attorney General's Office Health Care Crimes Unit investigates and prosecutes:

- MaineCare (Medicaid) fraud; and
- Abuse, neglect or financial exploitation occurring in MaineCare facilities or committed by MaineCare providers or employees. Call or write:

Health Care Crimes Unit

#6 State House Station, Augusta, ME 04333

Voice (207)626-8520

Dial 711 (Maine Relay)

www.maine.gov/ag/crime/crimes_we_prosecute/healthcare_crimes.shtml

Office of Consumer Credit Protection

#35 State House Station, 122 Northern Avenue, Augusta, ME 04333

Voice (207)624-8527

Toll Free 1-800-332-8529

Dial 711 (Maine Relay)

www.maine.gov/pfr/consumercredit/index.shtml

Public Utilities Commission (electric, telephone, water & natural gas utilities)

#18 State House Station, Augusta, ME 04333

Voice 1-800-452-4699

www.maine.gov/mpuc

If you need a lawyer to represent you in a consumer fraud case, call Legal Services for the Elderly at: Toll Free V/TTY 1-800-750-5353.

Senior Medicare Patrol (SMP)

The Senior Medicare Patrol's mission is to educate consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse. For assistance, contact:

The Office of Aging & Disability Services..... 1-800-262-2232

Legal Services For the Elderly Helpline..... 1-800-750-5353

Area Agencies on Aging 1-877-353-3771

Cooperative Extension County Offices

Androscoggin and Sagadahoc Counties

24 Main St., Lisbon Falls, ME 04252-1507

Voice (207)353-5550
Toll Free 1-800-287-1458

Aroostook County

22 Hall Street, Suite 101, Fort Kent, ME 04743-7131

Voice (207)834-3905
Toll Free 1-800-287-1421

57 Houlton Rd., Presque Isle, ME 04769-0727

Voice (207)764-3361
Toll Free 1-800-287-1462

25 School St., PO Box 8, Houlton, ME 04730-0008

Voice (207)532-6548
Toll Free 1-800-287-1469

Cumberland County

75 Clearwater Dr. Suite 104, Falmouth, Me 04105

Voice (207)781-6099
Toll Free 1-800-287-1471

Franklin County

138 Pleasant St., Suite 1, Farmington, ME 04938-5828

Voice (207)778-4650
Toll Free (In-State) 1-800-287-1478

Hancock County

63 Boggy Brook Road, Ellsworth, ME 04605-9540

Voice (207)667-8212
Toll Free 1-800-287-1479

Kennebec County

125 State St., 3rd Floor, Augusta, ME 04330-5692

Voice (207)622-7546
Toll Free 1-800-287-1481

Knox and Lincoln Counties

377 Manktown Road, Waldoboro, ME 04572

Voice (207)832-0343

Toll Free 1-800-244-2104

Oxford County

9 Olson Road, South Paris, ME 04281-6402

Voice (207)743-6329

Toll Free 1-800-287-1482

Penobscot County

307 Maine Avenue, Bangor, ME 04401-4331

Voice (207)942-7396

Toll Free 1-800-287-1485

Piscataquis County

165 E. Main Street, Dover-Foxcroft, ME 04426-1396

Voice (207)564-3301

Toll Free 1-800-287-1491

Somerset County

7 County Drive, Skowhegan, ME 04976-4209

Voice (207)474-9622

Toll Free 1-800-287-1495

Waldo County

992 Waterville Road, Waldo, ME 04915

Voice (207)342-5971

Toll Free 1-800-287-1426

Washington County - Senior Companion Program

28 Center Street, Machias, ME 04654

Voice (207)255-3345

Toll Free 1-800-287-1542

York County

21 Bradeen Street, Suite 302, Springvale, ME 04083

Voice (207)324-2814

Toll Free 1-800-287-1535

USDA Cooperative Extension: www.csrees.usda.gov/Extension/#

Cooperative Extension Service – University of Maine System

The Cooperative Extension Service of the University of Maine System conducts a variety of programs in communities throughout the state such as:

- Pre-Retirement Planning
- You and Your Aging Relative
- Cooking for 1 or 2
- Nutrition Education

The Extension Service develops intergenerational programs within nursing homes and boarding homes. They sponsor the Senior Companion Program in all counties except York and Cumberland. For more information regarding activities in your county, contact the Cooperative Extension Service office nearest you. See Pages 20-22 for a complete list.

<http://www.extension.umaine.edu>

Deaf and Hard of Hearing Services

Maine Center on Deafness provides a range of services to Deaf, Hard of Hearing, Late Deafened, & Speech-impaired residents of Maine. With its advocacy, empowerment, information and referral services, MCD seeks to promote public awareness and to maximize the potential of all individuals with a hearing loss. MCD helps qualified individuals to obtain Telecommunications Equipment, Deaf-Blind Equipment and Hearing Aids. MCD's other programs include Civil Rights, Peer Support Groups & Visual Gestural Communications training. The agency also provides Community Outreach for the Maine Telecommunication Relay Service.

For more information, call or email:

Maine Center on Deafness

Voice/TTY 207-797-7656
Video Phone 207-766-7111
Toll Free 800-639-3884 V/TTY
Fax 207-797-9791
Email info@mcdmaine.org

www.mcdmaine.org

Department of Health and Human Services – District Offices

Contact the Department of Health and Human Services District Offices about Food Stamps, Medical Assistance (MaineCare), Residential and Nursing Home Assistance, and Public Health Nursing. DHHS will contact the AT&T Language Line to make arrangements for an interpreter for anyone who needs one.

For up to the minute information on district office locations and phone numbers, please check the website at:

www.maine.gov/dhhs

Augusta

35 Anthony Avenue, Augusta, ME 04333

Voice (207)624-8090
Toll Free 1-800-452-1926
Dial 711 (Maine Relay)
Fax..... (207)624-8074

Bangor

396 Griffin Road, Bangor, ME 04401-3095

Voice (207)561-4100
Toll Free 1-800-432-7825
Dial 711 (Maine Relay)
Fax..... (207)561-4122

Biddeford

208 Graham Street, Biddeford, ME 04005-3350

Voice (207)286-2400
Toll Free 1-800-322-1919
Dial 711 (Maine Relay)
Fax..... (207)286-2408

Calais

392 South Street, Calais, ME 04619-1108

Voice (207)454-9000
Toll Free 1-800-622-1400
Dial 711 (Maine Relay)
Fax..... (207)454-9012

Caribou

30 Skyway Drive, Unit 100, Caribou, ME 04736-2060

Voice (207)493-4000
Toll Free 1-800-432-7366
Dial 711 (Maine Relay)
Fax..... (207)493-4001

Ellsworth

17 Eastward Lane, Ellsworth, ME 04605-1718

Voice (207)667-1600
Toll Free 1-800-432-7823
Dial 711 (Maine Relay)
Fax..... (207)667-5364

Farmington

114 Corn Shop Lane, Farmington, ME 04938

Voice (207)778-8400
Toll Free 1-800-442-6382
Dial 711 (Maine Relay)
Fax..... (207)778-8410

Fort Kent

137 Market Street, Fort Kent, ME 04743

Voice (207)834-7700

Toll Free 1-800-432-7340
Dial 711 (Maine Relay)
Fax..... (207)834-7701

Houlton

11 High Street, Houlton, ME 04730-2012

Voice (207)532-5000
Toll Free 1-800-432-7338
Dial 711 (Maine Relay)
Fax..... (207)532-7995

Lewiston

200 Main Street, Lewiston, ME 04240-7098

Voice (207)795-4300
Toll Free 1-800-482-7517
Dial 711 (Maine Relay)
Fax..... (207)795-4444

Machias

38 Prescott Drive, Machias, ME 04654-9984

Voice (207)255-2000
Toll Free 1-800-432-7846
Dial 711 (Maine Relay)
Fax..... (207)255-2022

Portland

161 Marginal Way, Portland, ME 04101-2438

Voice (207)822-2000
Toll Free 1-800-482-7520
Dial 711..... (MaineRelay)
Fax..... (207)822-2146

Rockland

91 Camden Street, Suite 103, Rockland, ME 04841-0201

Voice (207)596-4200
Toll Free 1-800-432-7802
Dial 711 (Maine Relay)
Fax..... (207)596-4235

Sanford

890 Main Street, Suite #208, Sanford, ME 04073-3800

- Voice (207)490-5400
- Toll Free 1-800-482-0790
- Dial 711 (MaineRelay)
- Fax..... (207)490-5463

South Paris

243 Main Street, Suite #6, South Paris, ME 04281

- Voice (207)744-1200
- Toll-Free 1-888-593-9775
- Dial 711 (MaineRelay)
- Fax..... (207)743-8798

Skowhegan

98 North Avenue, Suite 10, Skowhegan, ME 04976-1996

- Voice (207)474-4800
- Toll Free 1-800-452-4602
- Dial 711 (Maine Relay)
- Fax..... (207)474-4888

Developmental Services

State of Maine Developmental Services

OADS Disability Services will provide leadership and be an active partner in Maine’s comprehensive system of support to individuals who are eligible for Developmental services.

At the foundation of this system is the belief that all individuals, through self-determination, can achieve a quality of life consistent with the community in which they live. Supports will be flexible and designed in a manner that recognizes people’s changing needs throughout their lifetimes.

Who can participate?

You must be 18 years old, and meet the eligibility criteria established in rule which

establishes an intellectual disability or Autism during the developmental period.

What types of services and supports are available?

Case Management Services

Case management services can coordinate a variety of services for an individual based on the person's needs and personal choice. A case manager will work with the person and their family through a person centered planning process in order to identify services and supports and assist in coordination and access of these services.

Crisis Prevention/Intervention Services

The State of Maine Crisis system works to assist individuals to remain in their homes and local communities before during and after crisis incidents. The team provides outreach support, and consultation and education services. The crisis system also operates a residential service for short term crisis stabilization, as assessed by crisis personnel. Crisis services are available 24 hours a day through a toll free hotline number: 1-888-568-1112 by asking to speak with a DS/OADS Crisis worker.

Employment/ Home Supports/ Community Supports

These services are provided as determined through assessment and eligibility and can be viewed in the link below:

www.maine.gov/dhhs/oads/disability/ds/index.shtml

For more information please contact: Maine Department of Health and Human Services, Office of Aging and Disability Services at (207)287-9200.

Disability Rights Center (DRC)

The Disability Rights Center (DRC) provides protection and advocacy services for eligible people of all ages with developmental disabilities or mental illness. DRC offers direct advocacy assistance, information and referral, and training. For more information call or write:

Disability Rights Center

24 Stone Street, Suite 204, Augusta, ME 04338-2007

Voice (207)626-2774
Toll Free 1-800-452-1948
Dial 711 (Maine Relay)

www.drcme.org

Educational Opportunities

Adult Education

Adult Education Programs offer a variety of academic, self-improvement, vocational and craft courses to community residents in all parts of Maine. Courses are usually announced in local papers. In some areas, adults earning high school diplomas can participate free of charge. If you have a special interest or hobby you would like to teach or if you would like an adult education program at your senior club or dining site, contact the Adult Education Office through your local school system.

Community Colleges

Community Colleges provide post-secondary education. Enrollment in specific courses is conditional on the approval of the Dean of Admissions.

Central Maine Community College

1250 Turner Street, Auburn, ME 04210

Voice (207)755-5100
Toll Free 1-800-891-2002

www.cmcc.edu

Eastern Maine Community College

354 Hogan Road, Bangor, ME 04401

Voice (207)974-4600
Toll Free 1-800-286-9357

www.emcc.edu

Kennebec Valley Community College

92 Western Avenue, Fairfield, ME 04937-1375

Voice (207)453-5000

Toll Free 1-800-528-5882

TTY (207)453-5163

www.kvcc.me.edu

Northern Maine Community College

33 Edgemont Drive, Presque Isle, ME 04769

Voice (207)768-2700

TTY (207)768-2817

www.nmcc.edu

Southern Maine Community College

2 Fort Road, South Portland, ME 04106

Voice (207)741-5500

Toll Free 1-877-282-2182

www.smccme.edu

Washington County Community College

Calais Campus, 1 College Drive, Calais, ME 04619

Voice (207)454-1000

Toll Free 1-800-210-6932

www.wccc.me.edu

York County Community College

112 College Drive, Wells, ME 04090

Voice (207)646-9282

Toll Free 1-800-580-3820

www.yccc.edu

Healthy Aging

Healthy aging programs are offered throughout the state for older people who wish to take more control over their own health through lifestyle changes that have proven effective in reducing the risk of disease and disability. Numerous community partners offer classes in A Matter of Balance, Enhance Wellness, Enhance Fitness, Healthy IDEAS and Chronic Disease Self-Management.

Living Well is designed for people with chronic health conditions such as high blood pressure, diabetes, depression, etc. to participate in a six week seminar offering two-and-a-half hour sessions to learn how to better manage their health conditions. A Matter of Balance is an eight week seminar which consists of a two hour meeting per week designed for older community-dwelling adults to learn how to reduce their fear of falling and improve activity levels.

For more information call 877-353-3771 for your local Area Agency on Aging or contact:

Office of Aging & Disability Services

#11 State House Station, Augusta, ME 04333-0011

- Voice (207)287-9200
- Toll Free Nationwide 1-800-262-2232
- Dial 711 (Maine Relay)

www.maine.gov/dhhs/oads/aging

Road Scholar

Road Scholar is a not-for-profit educational organization that offers 5,500 educational tours in all 50 states and 150 countries. Alongside local and renowned experts, experience in-depth and behind-the-scenes learning opportunities, from cultural tours and study cruises. For more information, call or write:

Road Scholar – (Formerly Elderhostel)

11 Ave. De LaFayette, Boston, MA 02110-1746

- Voice (617)426-5437
- Toll Free 1-877-426-8056

www.roadscholar.org

Senior College

Just because someone retires from work doesn’t mean he or she retires from learning. Maine has seventeen “Senior Colleges,” learning centers that offer Mainers age 55 or older courses on a variety of topics including music, art, history and science, in a university environment.

The Osher Lifelong Learning Institute at The University of Southern Maine in Portland helps senior colleges organize and communicate with one another. Retirees who have lifetimes of experience in the subjects usually teach senior

college courses.

Local/Out-of-State (207)780-4406

www.maineseniorcollege.org

Augusta Senior College

University of Maine Augusta (207)621-3551

Bridgton Senior College

University of Southern Maine, Bridgton Memorial School (207)647-5054

Coastal Senior College

University College at Rockland (207)596-6906 or 1-800-286-1594

Down East Senior College

University College at Ellsworth (207)667-3897 or 1-800-696-2540.

Gold Leaf Institute

University of Maine at Farmington (207)778-7063

Lewiston-Auburn Senior College

University of Southern Maine, Lewiston-Auburn College Campus. (207)753-6500

Midcoast Senior College

University College at Bath/Brunswick (207)442-7349 or 1-800-696-2329

Osher Lifelong Learning Institute

University of Southern Maine, Portland Campus (207)780-4406

Penobscot Valley Senior College

University of Maine Center of Aging, Orono (207)581-1947

SAGE

University of Maine at Presque Isle (207)768-9502

Senior College UMaine Hutchinson Center

University of Maine at Belfast (207)338-8033

Sunrise Senior College

University of Maine at Machias (207)255-1200

Western Mountains Senior College

Adult Education SAD 244, Bethel (207)824-2780

University of Maine System

Maine residents age 65 or older who wish to register for courses at a campus of the University of Maine but are unable to cover the cost of tuition may apply to take the course tuition free. To do so, request a Senior Waiver at the Student Accounts (billing) office at the campus you plan to attend. The waiver of tuition can be used only for undergraduate courses; it does not cover lab and other course fees.

University of Maine Augusta

46 University Drive, Augusta, ME 04330-9410

Voice (207)621-3000

Toll Free Enrollment Center 1-877-862-1234

TTY (207)621-3107

Toll Free 1-800-316-3600

<http://umaine.edu>

University of Maine Augusta/Bangor

216 Texas Avenue, Bangor, ME 04401-4367

Voice (207)262-7800

University of Maine Augusta/Lewiston-Auburn

51-55 Westminster Street, Lewiston, ME 04240

Voice (207)753-6500

University of Maine Farmington

Farmington, ME 04938

Voice (207)778-7000

University of Maine Fort Kent

23 University Drive, Fort Kent, ME 04741

Toll Free 1-888-879-8635

University of Maine Machias

116 O'Brien Avenue, Machias, ME 04654-1397

Voice (207)255-1200

Toll Free 1-888-468-6866

University of Maine Orono

Orono, ME 04469

Voice (207)581-1110

University of Maine Presque Isle

81 Maine Street, Presque Isle, ME 04769

Voice (207)768-9400

University of Southern Maine

PO Box 9300, Portland, ME 04104-9300

Voice (207)780-4141

Toll Free 1-800-800-4876

University of Maine's Center on Aging – The mission of the Center is to promote and facilitate activities on aging in areas of education and training, research and evaluation, community services and consultation to maximize the quality of life of older citizens and their families in Maine.

UMaine Center on Aging

Camden Hall, 25 Texas Avenue, Bangor, ME 04401-4324

Voice (207)581-2444

Fax (207)581-4490

<http://mainecenteronaging.umaine.edu>

Employment and Training

Age Discrimination in Employment

If you feel you have been forced to retire or otherwise discriminated against because of age, or would like more information regarding your rights as a job applicant, employer, or employee, call or write:

Maine Human Rights Commission

#51 State House Station, Augusta, ME 04333

Voice (207)624-6290

Dial 711 (Maine Relay)

www.maineemployerights.com

Employment Services

Career Centers throughout Maine provide workers with the information, advice, job search assistance and training they need to enter the job market.

<http://www.mainecareercenter.com>

One Stop Career Centers

www.mainecareercenter.com

Androscoggin County Career Center

5 Mollison Way, Lewiston, ME 04240

Voice (207)753-9000

Dial 711 (Maine Relay)

Fax..... (207)783-5301

Aroostook County Career Center

66 Spruce Street, Suite 1, Presque Isle, ME 04769

Voice (207)760-6300

Toll Free 1-800-635-0357

Dial 711 (Maine Relay)

Fax..... (207)760-6350

88 Fox Street, Madawaska, ME 04756

Voice (207)728-6345

Toll Free 1-800-437-7881

Fax..... (207)728-4491

Aroostook County Action Program

91 Military Street, Houlton, ME 04730

Voice (207)532-5300

Toll Free 1-800-691-0033

Fax..... (207)532-5301

Cumberland County Career Center

185 Lancaster Street, PO Box 738, Portland, ME 04104

Voice (207)771-5627
Toll Free 1-877-594-5627
Dial 711 (Maine Relay)
Fax..... (207)822-0221

Franklin County Career Center

865 US Rt 2E, Wilton, ME 04294

Voice (207)645-5800
Toll Free 1-800-982-4311
Dial 711 (Maine Relay)
Fax..... (207)645-2093

Hancock County Career Center

45 Oak Street, Suite 3, Bangor, ME 04401-7902

Voice (207)561-4050
Toll Free TTY 1-800-498-6711
Toll Free 1-888-828-0568
Fax..... (207)561-4066

Kennebec County Career Center

21 Enterprise Dr., Suite 2, Augusta, ME 04333-0109

Voice (207)624-5120
Toll Free 1-800-760-1573

Knox County Career Center

91 Camden Street, Suite 201, Rockland, ME 04841-0201

Voice (207)596-2600
Toll Free 1-877-421-7916
TTY 1-888-212-6229
Fax..... (207)594-1428

Oxford County Career Center (Western Maine Community Action-Job Training)

232 Main Street, South Paris, ME 04281

Voice (207)743-7763
Toll Free 1-877-237-6171
TTY 1-888-313-9400

Penobscot County Training & Development Center

45 Oak Street, St. 3, Bangor, ME 04401

Voice (207)561-4050
Toll Free 1-888-828-0568
Fax..... (207)561-4066

Eastern Maine Development Services

One Dirigo Drive, Suite 2, East Millinocket, ME 04430

Voice (207)746-9608
Toll Free 1-800-777-8173
Fax..... (207)746-9439

Sagadahoc County Career Center

275 Bath Rd., Brunswick Me. 04011

Voice (207)373-4000
Toll Free 1-888-836-3355
Dial 711 (Maine Relay)
Fax..... (207)373-4004

Somerset County Career Center

98 North Avenue, Ste 20, Skowhegan, ME 04976

Voice (207)474-4950
Toll Free 1-800-760-1572
Dial 711 (Maine Relay)
Fax..... (207)474-4914

Waldo County Career Center (Open Monday, Tuesday and Thursday)

91 Camden Street, Suite 201, Rockland, ME 04841-3424

Voice (207)596-2600
Toll Free 1-877-421-7916
TTY 1-888-212-6229
Fax..... (207)594-1428

Washington County Career Center

1 College Drive, Calais, ME 04619

Voice (207)454-7551
Toll Free 1-800-543-0303
Dial 711 (Maine Relay)

Fax..... (207)454-0349

15 Prescott Drive, Suite 1, Machias, ME 04654

Voice..... (207)255-1900

Toll Free 1-800-292-8929

TTY 1-800-381-9932

Fax..... (207)255-4778

York County Career Center

9 Bodwell Court , Springvale, ME 04083

Voice..... (207)324-5460

Toll Free 1-800-343-0151

Dial 711 (Maine Relay)

Fax..... (207)324-7069

Senior Community Service Employment Program (SCSEP)

This program provides part-time employment training in a variety of community service jobs, in non-profits and government agencies, for people age 55 and over who meet income guidelines. The sponsors of this program in Maine are:

Goodwill Industries of Northern New England (Cumberland, Sagadahoc & Lincoln Counties)

Voice..... (207)774-6323

Toll Free 1-800-244-5891

www.goodwillnne.org/jobs/adult-employment-services/senior-community-service-employment-program

National ABLE Network (A.B.L.E.)

336 Mt Hope Ave. Suite 1, Bangor, ME 04401

Voice..... (207)385-2500

Toll Free 1-855-944-8300

Fax (207)945-6839

www.nationalable.org

Women, Work, and Community

This program (formerly Displaced Homemakers) assists people after divorce, death, or disability of a spouse or family member. It is committed to helping

older women and men facing changes in their lives by providing services such as support groups, one-to-one counseling, referral, career exploration and training in job-seeking skills.

Administrative Office:

46 University Drive, Augusta, ME 04330

Voice (207)621-3440

Toll Free 1-800-442-2092

<http://womenworkandcommunity.org>

Augusta – University of Maine Augusta

46 University Drive, Stoddard House, Augusta, ME 04330-9410

Voice (207)621-3440

Bangor WWC-UCB

216 Texas Avenue, Acadia Hall, Bangor, ME 04401

Voice (207)262-7840

Bath WWC Bath/Brunswick Center, UMS

9 Park Street, Bath, ME 04011

Voice (207)386-1664

Calais WWC, WCCC

One College Drive, Calais, ME 04011

Voice (207)386-1664

Ellsworth WWC Mill Mall

248 State Street, Suite 1, Ellsworth, ME 04605

Voice (207)667-1834

Farmington WWC

108 Perham Street, Suite A, Farmington, ME 04938

Voice (207)778-2757

WWC Lewiston-Auburn College, USM

51-55 Westminster Street, Lewiston, ME 04240

Voice (207)753-6612

South Paris Outreach Center

232 Main Street, South Paris, ME 04281

Voice (207)743-9322

Lewiston/Auburn, Portland WWC

175 Main Street, South Portland, ME 04106

Voice (207)799-5025

Presque Isle WWC

Northern Maine Community College, 33 Edgemont Drive

Presque Isle, ME 04769

Voice (207)764-0050

Saco WWC

University College at Saco, UMS, 110 Main Street, Suite 1101

Saco, ME 04072

Voice (207)286-1722

Waterville WWC

Box 13G, 19 Hillside Avenue, Waterville, ME 04901

Voice (207)872-9482

Family Caregiver Support Program

The Family Caregiver Support Program, supported by the Administration on Aging, is for families caring for older individuals and for grandparents caring for grandchildren. Each Area Agency on Aging has a Family Caregiver Coordinator who provides or arranges for:

- Information and assistance
- Individual counseling
- Support groups
- Caregiver training
- Respite care
- and other services

For more information, contact your local Area Agency on Aging at 1-877-353-3771.
www.caregivinginmaine.org

Financial

Property Tax & Rent Refund

Elderly tax assistance is for people at least 62 years of age who meet low-income guidelines. People 55 or over on Federal disability and living alone are also eligible to apply. A husband and wife, both of whom are on Federal disability, are also eligible to apply if the applicant is at least age 55.

General tax assistance is for income eligible owners and renters of any age. Maximum refund is \$1000. People of any age who were assisted with their housing costs by a government subsidy are not eligible for this program.

Elderly people living in subsidized housing may be eligible for elderly tax assistance. To request an application, call or write:

Maine Revenue Services

#24 State House Station, Augusta, ME 04333

Voice	(207)626-8475
Dial 711	(Maine Relay)
Out-of-State	1-888-577-6690
To order forms	(207)624-7894

Application booklets are also available at town or city tax offices and at Area Agencies on Aging, listed on pages 2-5.

The Property Tax Fairness Credit offers a tax credit to Maine residents who own a home or pay rent. The tax credit starts January 2014. Residents are eligible to take the credit if they have an adjusted gross income of no more than \$40,000, or they pay more than 40% of their adjusted gross income on rent. The Maine Income Tax Form will include a Property Tax Fairness Worksheet to help you figure out if you qualify. If you usually do not file an income tax return, you can apply by contacting

the Maine Revenue Services at (207)626-8475.
www.maine.gov/revenue

Social Security Offices
www.ssa.gov

Toll Free Nationwide 1-800-772-1213
TTY Nationwide 1-800-325-0778

Auburn

PO Box 7401 Great Falls Plaza
Voice 1-866-627-6996

Augusta

330 Civic Center Drive
Toll Free 1-866-882-5422

Bangor

202 Harlow Street, Room 208
Toll Free 1-877-405-1448

Portland

550 Forrest Ave. Suite 150
Toll Free 1-877-319-3076

Presque Isle

365 Main Street
Toll Free 1-866-837-2719

Rockland

231A Park Street
Voice 1-855-269-9179

Rumford

3 Canal Street
Voice (207)364-3731

Saco

110 Main Street Suite 1450
Toll Free 1-877-253-4715

Waterville

14 Colby Street (next to district court)
Toll Free 1-866-931-9169

Portsmouth, NH

Toll Free 1-877-253-4715

Security Income (SSI)

Security Income (SSI) guarantees a minimum monthly income to people who are at least 65 years old, or blind, or disabled with limited income and resources. You may get SSI even if you work, get Social Security, or own your house and car. If you receive SSI you are automatically eligible for MaineCare.

To find out if you qualify, contact the nearest Social Security Office.

For assistance in applying for SSI, contact your local Area Agency on Aging, listed on pages 2-5.

Tax Preparation

Federal

Soon after the first of every year, the Internal Revenue Service (IRS) publicizes a list of Volunteers in Tax Assistance (VITA) who can assist you to prepare your federal income tax returns. There is no charge for the service. The list is available at the beginning of every year at the Area Agencies on Aging listed, on pages 2-5.

To call the IRS directly:

For assistance 1-800-829-1040
For forms 1-800-829-3676

www.irs.gov

State

To call the Maine Revenue Service directly:
For assistance (207)626-8475

For forms (207)624-7894

www.maine.gov/revenue

General Assistance Program

Each town has a General Assistance Program to help people in emergencies. You may be eligible even if you work or receive other benefits such as: SNAP, VA benefits, or Social Security income. To request General Assistance, contact your city/town office. Your application must be accepted for review. You may be turned down for help if you do not meet the guidelines for the program. The application is private and confidential. If you have problems concerning General Assistance, contact:

Office of Family Independence

Department of Health and Human Services

19 Union St., Augusta, Me. 04333

Voice (207)624-4168

Toll Free 1-800-442-6003

Local/Out-of-State TTY 1-800-606-0215

Guardianship and Conservatorship

When appropriate less restrictive alternatives are not available, the **Probate Courts** may appoint a guardian to act as a substitute decision maker on behalf of an incapacitated individual. Depending on an individual's incapacity, a guardianship appointment may be full or limited to certain areas such as medical or residential decision making. Conservatorship appointments are made to protect, preserve, and manage estates of incapacitated adults.

The Office of Aging and Disability Services (OADS) may serve as public guardian and/or public conservator for mentally incapacitated adults only when there is no suitable, available and willing private individual to serve as private guardian or conservator.

For more information about guardianship and conservatorship and their alternatives, contact your County Probate Court; visit the following DHHS web-site link:

<http://www.maine.gov/dhhs/oads/guardianship/index.shtml>

or call your local OADS District Office and ask for the Adult Protective Services Supervisor.

Health Screening and Care

Hospitals and health centers often sponsor health screening clinics where you can be tested for high blood pressure, diabetes, eye and vision problems, and hearing difficulties. Check your local newspaper or call your local Area Agency on Aging (AAA), listed on pages 2-5, for times and locations. In most cases, this service is free. If you have Medicare your AAA also can tell you about Medicare preventive benefits.

Dental

Maine Donated Dental Services, a program of the Maine Dental Association and the Foundation of Dentistry for the Handicapped, in which volunteer dentists and labs donate treatment and lab work to disabled and elderly people. For more information about this service, contact Maine Donated Dental Services at (207)620-8276 or the Area Agency on Aging toll free at 1-877-353-3771.

Senior Dent provides dental care at reduced fees. Maine residents who are age 62 or over, have no dental benefits under MaineCare or private insurance plan, and meet income guidelines are eligible. They will receive a minimum 15% discount on all dental services from participating dentists. For a listing of participating dentists, contact the Area Agency on Aging in your area toll free at 1-877-353-3771.

Eye Care

Services available for people of all ages with vision problems include: diagnosis, adaptive skill training, provision of aids and appliances, property tax exemptions, and counseling. For information contact the Division for the Blind and Visually

Impaired at the offices listed on page 14, or call or write:

IRIS (Formerly Maine Center for the Blind)

189 Park Avenue, Portland, ME 04101

Voice (207)774-6273

www.theiris.org

Any person legally blind and in need, may apply for Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office. See pages 41-42 for a complete list of offices.

The Maine State Library Talking Book Program provides books and magazines in a recorded cassette or disc format to people who are visually impaired, blind, or physically handicapped. For more information, call 1-800-762-7106.

<http://maine.gov/msl/outreach/lbph/talkingbooks>

Medical Eye Care Program

Financial assistance is available for certain treatments for people with a vision problem and who have limited income but are not MaineCare eligible. For information call or write:

Office of MaineCare

#11 State House Station, Augusta, ME 04333-0011

Voice (207)287-2674

Voice (207)287-2033

Pharmacy Help Desk

Toll Free 1-800-321-5557

Dial 711 (Maine Relay)

National Eye Care Project

Maine is also served by the National Eye Care Project, under which Maine ophthalmologists offer free treatment for qualified persons 65 years of age or older.

To be eligible, an individual must not have seen an ophthalmologist (physician eye specialist) in the last three years. If they have seen either an optometrist or optician they are still eligible for this program. See the next page for the list of locations where there is a participating ophthalmologist and the phone number to

call for the name of a doctor in your area.

Participating ophthalmologists are located in Augusta, Bangor, Bath, Belfast, Blue Hill, Brunswick, Caribou, Dover-Foxcroft, Farmington, Fort Kent, Greenville, Houlton, Kittery, Lewiston, Madawaska, Millinocket, Portland, Presque Isle, Rockland, Sanford, Skowhegan, and Waterville.

To get the name of a specific doctor in your area call toll free statewide 1-800-222-3937 (Eye Care America).

Hearing

The Division of Deafness provides a program of services to persons who are deaf, late deafened or hard of hearing. This includes publication of a resource guide, a Maine-Lines newsletter, information and referral, advocacy, Certification of Hearing Dogs and accessibility promotion. For more information and a listing of interpreter services, call or write:

Department of Labor Bureau of Rehabilitation Services

Division for the Deaf, Hard of Hearing & Late Deafened

Voice (207)623-6799

Dial 711 (Maine Relay)

www.maine.gov/rehab/dod/index.shtml

The Telecommunications Equipment Project (TEP) provides assistive telephone devices to people who are deaf or hard of hearing and persons with mobility, vision and speech disabilities. The devices that are available include amplified telephones, speaker phones and large button speaking phones. A person’s income determines whether they get the equipment on loan free or on a sliding scale by income. For more information about the Telecommunications Project (TEP), call:

Voice (207)797-7656

Toll Free 1-800-639-3884

<http://mcdmaine.net/programs-and-resources/telecommunications-equipment-program-tep>

People who are interested in employment and would like to learn about vocational rehabilitation services for deaf or hearing impaired should contact the Department of Labor, Bureau of Rehabilitation Services at one of the Employment Service Agencies listed on pages 33-39. The Employment Service Agencies are also listed

in the phone book under Maine State, Department of Labor.

Home Care

Home care services include meals, Independent Support Services, personal care assistance, and nursing care. If you are not able to pay the cost of home care services, there may be state or federal programs that can help you.

Office of Aging & Disability Services

#11 State House Station, Augusta, ME 04333-0011

Voice (207)287-9200

Toll Free Nationwide 1-800-262-2232

Dial 711 (Maine Relay)

www.maine.gov/dhhs/oads

Homeward Bound / Money Follows the Person

Homeward Bound is a program that helps older and disabled adults transition from nursing homes or hospitals to community living.

Who can participate?

You must be 18 or older, qualify for MaineCare, have lived in a nursing home and/or hospital for at least 90 days, and have a desire to move back to the community.

**** We will however begin working with you prior to the 90 day mark.***

What kinds of services and supports are available?

A Transition Coordinator will help pull together a team of people that are involved with your care and support (nursing facility/hospital and community providers, family and friends, etc.) You get to determine who is on your team.

Your care needs will be identified, you will be asked about what is most important to you, and your team will help put together the plan. The Transition Coordinator will help you access services and supports that will meet your needs and assist with arrangements for you move into your own place (home, apartment or group

setting).

In addition to MaineCare funded Home and Community Based Services available (based on eligibility), for up to one year after the transition takes place, Homeward Bound offers other services and supports to help, such as:

- Help finding a place to live and assistance with home modifications, adaptive equipment and or assistive technology devices
- Assessments and consultation with specialists prior to and/or after the transition to help identify and address your unique needs.
- Peer Support - guidance from other people who have already made the transition from long term institutional care back to the community.

For more information, contact:
Maine Department of Health and Human Services, Office of Aging and Disability Services
Voice (207)287-9200

Hospice Services

Hospice provides special help to people who have a terminal illness and their families. For more information call or write:

Maine Hospice Council
PO Box 2239, 295 Water St. Suite 303, Augusta, ME 04330
Voice (207)626-0651
Toll Free 1-800-438-5963
<http://mainehospicecouncil.org>

Housing

Home Energy Assistance
The Federal Low Income Home Energy Assistance Program (LIHEAP) provides funds to low income homeowners and renters to help pay for heating costs. The

funds are distributed throughout Maine by Community Action Programs. For information contact your local Community Action Program listed on pages 16-18, or Maine Housing listed on pages 51-53.

Home Equity Conversion (Reverse Mortgage)

Home Equity Conversion is a way of maintaining residency in your own home while gaining needed income to cover such costs as heat, home maintenance, property taxes and other personal needs. For information about available counseling call or write your local Area Agency on Aging (pages 2-5).

Home Repair - Community Action Programs

Low interest loans and repair and renovation assistance is available to eligible homeowners. For more information contact your local Community Action Program listed on pages 16-18.

MaineHousing

MaineHousing provides grants or low cost home improvement loans for health and safety related repairs and improvements. MaineHousing's Home Repair Program provides help to low-income homeowners who cannot afford necessary home repairs. The program consists of a Home Repair Grant, Elderly Hardship grant and Septic Repair/Replacement loans.

For more information go to their website: www.mainehousing.org/programs-services/HomelImprovement

Rural Repair and Rehabilitation Loans and Grants

The USDA's Very Low-Income Housing Repair program provides loans and grants to very low-income homeowners to repair, improve, or modernize their dwellings or to remove health and safety hazards.

USDA Rural Development State Office

967 Illinois Avenue, Bangor ME 04401

Voice (207)990-9100 Ext. 4

www.rurdev.usda.gov/ME_Home.html

Rental Assistance and Subsidized Housing

MaineHousing

353 Water Street Augusta ME 04330-4633

Voice (207)626-4600
Toll Free 1-800-452-4668
Dial 711 (Maine Relay)

www.mainehousing.org

Older persons may be eligible for an apartment in a subsidized elderly housing project. In most cases the rent for these apartments is pre-set. In some cases the tenant pays a portion of their income toward rent. MaineHousing maintains a list of affordable apartments on their website at: www.mainehousing.org/programs-services/rental.

To apply for these apartments contact the property manager and request an application.

MaineHousing can also provide the contact information for the USDA Rural Development Offices where you can get information on subsidized apartments, locations and application procedures. MaineHousing maintains contact information for the Public Housing Authorities (PHA’s) that manages developments and accepts applications for rental assistance in existing privately owned apartments.

MaineHousing also maintains a free rental listing service that is fast and easy to use. It includes detailed listings with pictures, maps and more. The listings are updated daily.

<http://www.mainehousingsearch.org>

Shelters for Homeless People and Victims of Family Violence

There are homeless shelters in many towns and cities throughout the state. Most provide temporary and emergency shelter only. In some cases, however, two to four weeks of shelter are offered, particularly to family violence victims or for detoxification purposes.

For more information contact:

Maine Housing

353 Water Street, Augusta, Me 04330

Voice (207)626-4600

Toll Free 1-800-452-4668

Dial 711 (Maine Relay)

Or:Area Agencies on Aging listed on pages 2-5.

Or:

Adult Protective Services

Local (207)532-5047

Toll Free Nationwide 1-800-624-8404

Dial 711 (Maine Relay)

Weatherization

Funds are available to low income homeowners and renters for weatherization projects to reduce energy costs by improving efficiency. Weatherization improvements may include insulation, weather-stripping, caulking and some safety-related repairs. For more information contact your local Community Action Agency, listed on pages 16-18.

Central Heating Improvement Program (CHIP) grants may be used to repair or replace dangerous, malfunctioning or inoperable central heating systems that pose a threat to health and safety. The maximum grant for a heating system repair or replacement is \$3,000 for owner occupied homes. Limited CHIP benefits of up to \$300 may be available for rental properties occupied by LIHEAP-eligible tenants.

For more information contact your local Community Action Agency, listed on pages 16-18.

Public Housing Authorities

Auburn Housing Authority

Voice (207)784-7351

Augusta Housing Authority

Voice (207)626-2357

Bangor Housing Authority

Voice	(207)942-6365
Bath Housing Authority	
Voice	(207)443-3116
Biddeford Housing Authority	
Voice	(207)282-6537
Brewer Housing Authority	(207)989-7551
Brunswick Housing Authority	(207)725-8711
Caribou Housing Authority	(207)493-4234
Fort Fairfield Housing Authority	(207)476-5771
Indian Township Passamaquoddy	(207)796-8004
Lewiston Housing Authority	(207)783-1423
Mt. Desert Island & Ellsworth Housing Authority	(207)288-4770
Old Town Housing Authority	(207)827-6151
Penobscot Nation Housing Department	(207)827-7147
Pleasant Point Passamaquoddy Reservation	(207)853-6021
Portland Housing Authority	(207)773-4753
Presque Isle Housing Authority	(207)768-8231
Sanford Housing Authority	(207)324-6747
South Portland Housing Authority	(207)773-4140
Van Buren Housing Authority	(207)868-5441

Waterville Housing Authority	(207)873-2155
Westbrook Housing Authority	(207)854-9779
York Housing Authority	(207)363-8444

Information, Assistance & Outreach Services

No matter where you live in Maine, there is an area agency on aging that will help you get the information about services you need to stay independent. You can get help by telephone or visit them in person. If you are home bound, staff or volunteers will visit you in your home.

Area Agency on Aging staff can help with many programs such as Food Supplement, Security Income (SSI), MaineCare Prescription Drug Benefit, and Property Tax Fairness Credit. They also provide health insurance counseling. Each Area Agency has a TTY phone for persons who are deaf and can arrange for interpreters for consumers who do not speak English through the AT&T Language Line. For more information, contact your local Area Agency on Aging at 1-877-353-3771. A list of Maine's Area Agencies on Aging can be found on page 2-5.

Insurance

Bureau of Insurance

The Consumer Health Care Division and the Life and Health Division of the Bureau of Insurance help consumers who:

- Have questions about insurance;
- Want to file a complaint about an agent, a broker or a managed health care provider (HMO);
- Request publications on insurance, including long-term care and Medicare Supplement Insurance, call or write:

Bureau of Insurance

#34 State House Station, Augusta, ME 04333

Voice (207)624-8475
Toll Free 1-800-300-5000
Fax..... (207)624-8599

www.maine.gov/pfr/insurance

Health Insurance Counseling

People in Maine who have Medicare insurance can get free health insurance counseling through the State Health Insurance Assistance Program (SHIP).

Services offered include:

- Providing additional information on Medicare
- Help you enroll in Medicare Savings Program
- Teach you to detect and report errors; and
- Obtain insurance

Call the Legal Services for the Elderly Helpline or your local Area Agency on Aging. Specially trained staff and volunteers will answer your questions about Medicare, Medicare prescription drug coverage, Advantage Plans, insurance, MaineCare, long-term care and other health insurance.

www.maine.gov/dhhs/oads/aging/community/medicare-assist.shtml

Call 1-877-353-3771 for your area agency on aging or:
Legal Services for the Elderly at:

Local/Out-of-State (207)623-1797
Toll Free 1-800-750-5353

MaineCare (Medicaid)

MaineCare is a federal and state funded program that pays for medical services by physicians, hospitals and other health care providers.

If you receive Security Income (SSI) or Temporary Assistance to Needy Families (TANF) you are automatically eligible for MaineCare. If you are not in either of these programs but need help to pay for medical care, you may still be eligible for MaineCare.

For more information, contact the Department of Health and Human Services District Office nearest you, listed on pages 23-26 or your local Area Agency on Aging, listed on pages 2-5 or online:

www.maine.gov/dhhs/DHSaddresses.htm

Office of MaineCare Services:

www.maine.gov/bms

Low Cost Drugs for the Elderly and Disabled Program

Maine's Low Cost Drugs for the Elderly and Disabled Program (DEL) helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be 62 or older or age 19 or older and meet the disability criteria for SSI (Security Income)If you spend more than 40% of your income on prescription drugs, the income level increases.

Basic Benefit:

80% minus \$2.00 of the cost of all generic prescription drugs on the Preferred Drug List.

80% minus \$2.00 of the cost of brand-name medications on the Preferred Drug List for the treatment of diabetes, heart disease, high blood pressure, chronic lung disease (emphysema and asthma), arthritis, anticoagulation, Hyperlipidemia (high cholesterol), incontinence, thyroid disease, osteoporosis, (bone density loss), Parkinson's Disease, glaucoma, Multiple Sclerosis, and ALS (Lou Gehrig's Disease).

Benefits:

The Benefit includes other drugs not covered in the basic Benefit. The drugs must be medically necessary and supplied from participating manufacturers. Actual savings vary from drug to drug. DEL Members pay the State's negotiated MaineCare rate minus \$2.00.

Catastrophic Spending Limit:

After a Member spends \$1,000 on eligible prescription drugs, the state pays 80% of the cost of all eligible prescription drugs, regardless of any disease or condition. The drugs must be medically necessary and supplied from companies with agreements with the State. Eligible prescription drugs are only those drugs that were covered by DEL on May 31, 2001. The Catastrophic Spending Limit is tracked from August 1st each year to July 31st of the following year. Some drugs require "prior approval" for coverage. Coverage through DEL is funding of last resort. Members with other prescription drug coverage must use those benefits first.

Members with Medicare Part D coverage are eligible for DEL Wrap Benefits only.

Information on the DEL Program can be found at:
www.maine.gov/dhhs/oads/aging/resource/lc_drugs.htm

Mainers of all ages with income under 350% of the federal poverty level may be eligible for prescription drug discounts through the Maine Rx Plus Program. The program provides discounts of 15% - 60% off retail prices for drugs on the MaineCare Preferred Drug List. The greatest savings are on generic drugs.

To request an application or for more information about the medications covered in the Low Cost Drugs For The Elderly & Disabled or the Maine Rx Plus Program, call:

Toll Free	1-800-321-5557
Dial 711	(Maine Relay)

Your local Area Agency on Aging can tell you the current income guidelines and help you to apply. Call your local Area Agency on Aging at 1-877-353-3771.

MaineCare for Workers with Disabilities

Workers with disabilities can now go back to work or work more hours and keep their MaineCare benefits. Depending on what you earn, you may have to pay a small premium, but never more than \$20 a month. For more information, call or visit your local Department of Health and Human Services office or visit the web site at:
www.maine.gov/dhhs/oads/aging/resource/mc_wwd.htm

DHHS offices are listed on pages 23-26 of this directory.

Medicare

Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with permanent kidney failure requiring dialysis or a kidney transplant. Medicare covers certain medical services and items in hospitals and other settings.

Medicare Part A helps to cover inpatient care in hospitals and skilled nursing facilities. It also helps cover hospice and home health care. Most people automatically get Part A coverage without having to pay a monthly

payment.

Medicare Part B helps cover medical care like doctors' services, outpatient care, some preventive services and other items and services. Part B is optional and you pay a monthly premium for this coverage.

Medicare Advantage Plans are health plan options that are approved by Medicare and run by private companies. These options are **Medicare Part C** and they are a different way of getting Medicare coverage than traditional Medicare. These plans include Part A and Part B coverage, extra benefits, and may include prescription drug coverage.

Medicare Prescription Drug Coverage (Part D)

Medicare offers prescription drug coverage (Part D) for everyone with Medicare. To get Medicare drug coverage, you must join a plan run by an insurance company or other private company approved by Medicare. Each plan can vary in cost and drugs covered. If you want Medicare drug coverage, you need to choose a plan that works with your health coverage and needs. Since plan coverage may change annually, it is very important that you review the costs and covered medications each year for any Part D Plan before you enroll.

Part D is Optional and you usually pay a monthly premium to get coverage. Even if you don't take a lot of prescription drugs now, you should still consider joining a Medical drug plan.

If you decide not to join a Medicare drug plan when you are first eligible, and you don't have other creditable prescription drug coverage, you will likely pay a late enrollment penalty (higher premiums) if you choose to join later.

If your income is low, you may be eligible for programs that pay the Part B premium, deductibles, co-insurances, and/or co-payments. You may also be eligible for help with Part D out-of-pocket costs. For more information, contact your local Department of Health and Human Services Office, a local Area Agency on Aging, or Legal Services for the Elderly.

Call the Social Security Administration Several months before you turn age 65 to make sure you get enrolled in the Medicare Program. Contact information for the local Social Security offices is listed on pages 41-42.

If you have any questions about the Medicare Program, call the Maine SHIP Program at 1-877-353-3771 or the Medicare Program directly at 1-800-MEDICARE (1-800-633-4227).

Centers for Medicare and Medicare Services:
www.medicare.gov

Medicare Part D Appeals Unit Legal Services for the Elderly
The Medicare Part D Appeals Unit of Legal Services for the Elderly provides free help to low-income Mainers having trouble getting their prescription drugs covered through Medicare Part D. Appeals Specialists provide information and assistance over the phone Monday through Friday from 9:00 to 12:00 and 1:00 to 4:00. The Unit also helps pharmacies, medical offices and other health care providers that need information about Part D formularies or help in understanding how to get medications covered for their patients. Information about Medicare Part D, including links to the Plan Formularies, is available at the LSE website:
www.mainelse.org
Toll Free 1-877-774-7772

Things to Consider When Choosing or Changing your Coverage
Coverage – When choosing between Original Medicare and a Medicare health plan, does the plan provide extra coverage you want that Original Medicare doesn’t cover?

Your other coverage – Do you have, or are you eligible for, other types of health or prescription drug coverage? If so, read the materials you get from your insurer or plan, or call them to find out how the coverage works with, or are affected by, Medicare. If you have coverage through a former or current employer or union, talk to your benefits administrator, insurer, or plan before making any changes to your coverage.

Cost – How much are your premiums and deductibles? How much do you pay for services like hospital stays or doctor visits? Your costs vary and may be different if you don’t follow the coverage rules.

Doctor and hospital choice – Do your doctors accept the coverage? Are they accepting new patients? If you are considering a Medicare health plan, do you

have to choose your hospital and health care providers from a network? Do you need a referral to see a specialist?

Prescription drugs – What are your drug needs? Do you need to join a Medicare drug plan? What will your prescription drugs cost under each plan? Are your drugs covered under the plan’s formulary (drug list)? Formularies can change.

Quality of care – The quality of care and services given by plans and other health care providers can vary. Medicare has information to help you compare plans and providers. See pages 56-59.

Convenience – Where are the doctors’ offices? What are their hours? Which pharmacies can you use? Can you get your prescriptions by mail?

Travel – Do you spend part of each year in another state? Will the plan cover you there?

Northeast Health Care Quality Foundation

Northeast Health Care Quality Foundation, Medicare’s Quality Improvement Organization for Maine, New Hampshire and Vermont, reviews cases to make sure Medicare patients get quality medical care, all the tests and services they need, and are not discharged from the hospital before they are ready to go.

Call this toll free hotline at 1-800-772-0151 if you:

- Think the hospital is making you leave before you are ready to go
- If the hospital notifies you that Medicare will not cover your admission and continued stay and you disagree
- Have a complaint about the quality of medical care you received
- Have a question about Medicare
- Want to receive Medicare publications, their “free” newsletter Health Matters for Medicare Consumers, or if you want a free Medicare presentation for your group.

<http://www.medicarequality.org>

Interpreter Services

The link below provides interpreters at no cost to non-English speaking individuals seeking information about, participating in or applying for its programs. Use link: http://www.maine.gov/education/esl/translator_interpreter_services.htm

Legal Assistance

Legal Services for the Elderly (LSE)

Legal Services for the Elderly provides free legal services statewide to people aged 60 and over. Priority is given to those who are socially or economically needy. LSE has offices in Augusta, Bangor, Lewiston, Presque Isle and Scarborough. Staff attorneys provide representation in matters concerning access to long-term care, physical abuse or financial exploitation, public benefits, evictions, foreclosure and other issues.

LSE Business Office:

Augusta

5 Wabon Street, Augusta, ME 04330

Voice (207)621-0087

Part D Appeals Unit Helpline

Toll Free 1-877-774-7772

www.mainelse.org

Legal Services for the Elderly Helpline

LSE provides free legal information and brief services from Helpline attorneys over the phone on a wide variety of issues, such as public benefits including Medicare and MaineCare, landlord/tenant issues, consumer matters and advance directives. For clients who need extended assistance, LSE may make a referral to one of its regional offices. For clients who need representation in matters that LSE does not handle, LSE may make a referral to private attorneys who charge reduced fees.

Legal Helpline Statewide

Local/Out-of-State (207)623-1797

Toll Free V/TTY 1-800-750-5353

Maine Equal Justice Partners is a nonprofit legal aid provider, whose mission is to find solutions to poverty and improve the lives of people with low income in Maine.

Local/Out-of-State (207)626-7058

Toll Free 1-866-626-7059

www.mejp.org

Office of the Attorney General

www.maine.gov/ag

Pine Tree Legal Assistance

Pine Tree Legal Assistance provides free legal help to Maine people with low incomes.

Augusta (207)622-4731

Bangor (207)942-8241

Lewiston (207)784-1558

Machias (207)255-8656

Portland (207)774-8211

Presque Isle (207)764-4349

www.ptla.org

Lifeline and Link-up

Background

Telephone service is considered a necessity for daily modern life. Yet the cost of starting and maintaining such service may be too high for some consumers. Under Congressional mandate, the federal Universal Service Fund (USF) supports the Lifeline Assistance and Link-Up America programs. These programs provide discounts on basic monthly service and initial installation or activation fees for telephone service at the primary residence to income-eligible consumers. The Federal Communications Commission (FCC), with the help of the Universal Service Administrative Company (USAC), administers the USF.

What Benefits are Available under the Lifeline and Link-Up Programs?

- Lifeline Assistance provides discounts on basic monthly service at the primary residence for qualified telephone subscribers. These discounts can be up to \$10.00 per month, depending on your state.
- Link-Up America helps income-eligible consumers initiate telephone service. This program pays one-half (up to a maximum of \$30) of the initial installation fee for a traditional, wireline telephone or activation fee for a wireless telephone for a primary residence. It also allows participants to pay the remaining amount they owe on a deferred schedule, interest-free.

Residents of Native American Indian and Alaska Native tribal communities may qualify for enhanced Lifeline assistance (up to an additional \$25.00) and expanded Link-Up support (up to an additional \$70.00). For more information on these enhanced Lifeline and Link-Up programs, visit:

www.fcc.gov/cgb/consumerfacts/tribalfactsheet.html

How Do I Qualify for Lifeline and Link-Up Discounts?

The Lifeline and Link-Up Programs are available to qualifying consumers in every state, territory, and commonwealth. Eligibility criteria vary by state. States that have their own Lifeline program may have their own criteria.

For states that rely solely on the federal Lifeline and Link-Up program eligibility criteria, subscribers must either have an income that is at or below 135% of the federal Poverty Directorylines, or participate in one of the following assistance programs:

- Medicaid
- Food Stamps
- Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- The National School Lunch Program's Free Lunch Program.

Residents of Native American Indian and Alaska Native tribal communities qualify for enhanced Lifeline and Link-Up support if they meet one of the criteria listed above, qualify under their state's Lifeline program (if their state has its own Lifeline program), or participate in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance,
 - Tribally-Administered Temporary Assistance for Needy Families (TTANF),
- or
- Head Start (if income eligibility criteria are met).

The qualifying income in all federal default states except Alaska and Hawaii varies from a maximum of \$14,621 for a family of one to a maximum of \$49,964 for a family of eight. For each additional person in the household beyond eight, add \$5,049. To find the specific eligibility requirements for your state, visit the USAC Web site at:

www.lifelinesupport.org

You may also call a toll free number – 1-888-641-8722 – to ask general questions about eligibility, but not to apply to participate in the Lifeline and Link-Up programs. To find out how to apply, visit the USAC Web site at: www.lifelinesupport.org or call your local telephone company.

You can also contact your local telephone company or your state public service commission for more information about these programs and to determine whether or not you qualify for discounts. Contact information for your state public service commission can be found on the Web site of the National Association of Regulatory Utility Commissioners, www.naruc.org/commissions.cfm or in the blue pages or government section of your local telephone directory.

Who Pays for the Lifeline and Link-Up Programs?

All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their interstate and international end-user telecommunications revenues. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers.

Some consumers may notice a “Universal Service” line item on their telephone bills. This line item appears when a company chooses to recover its USF contributions directly from its customers by billing them this charge. The FCC does not require this charge to be passed on to customers. Each company makes a business decision about whether and how to assess charges to recover its Universal Service costs.

These charges usually appear as a percentage of the consumer's phone bill. Companies that choose to collect Universal Service fees from their customers cannot collect an amount that exceeds their contribution to the USF. They also cannot collect any fees from a Lifeline program participant.

For More Information

For information about other telecommunications issues, visit the FCC's Consumer & Governmental Affairs Bureau Web site at: www.fcc.gov/cgb, or contact the FCC's Consumer Center by e-mailing: fccinfo@fcc.gov

Calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) Faxing 1-866-418-0232; or writing to:

**Federal Communications Commission Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division**

445 12th Street, SW, Washington, DC 20554

Safelink Wireless®

SAFELINK WIRELESS® service is a U.S. government supported program for Income eligible households provided by TracFone Wireless, Inc. In order to participate in the SAFELINK WIRELESS® service, persons must meet certain eligibility requirements set by each State where the service is to be provided. These requirements are based on a person's participation in a state or Federal support programs or by meeting the Income Poverty Directorylines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household.

Lifeline Service

SafeLink Wireless proudly offers Lifeline Service, which is a program that enables qualifying customers to receive discounts on monthly telephone service. In their version of the program, participants receive free cellular service, a free SafeLink Wireless cell phone and the assurance that the participant will get no bills and no contracts EVER!

Program Overview

SafeLink Wireless offers qualifying customers FREE cellular service. This service is currently available in Maine

Benefits in Maine

Through SafeLink Wireless' Lifeline Service you can receive:

- A FREE SafeLink Wireless phone
- A FREE cellular plan that gives you 68 Minutes every month

Qualifying in Maine

You qualify for Lifeline Service in your area if...

- You already participate in one of the following assistance programs:
- Emergency Assistance Program
- Home Energy Assistance Program (HEAP)
- Medicaid (known as MaineCare)

Security Income (SSI)

Temporary Assistance to Needy Families (TANF). No one in your household currently receives Lifeline Assistance through another phone carrier. If someone in your household is receiving Lifeline Assistance you must cancel the service before applying for Lifeline Service through SafeLink Wireless.

You have a valid United States Postal Address. In order for SafeLink to ship you your FREE phone you must live at a residence that can receive mail from the US Post Office. Sorry, but P.O. Boxes cannot be accepted.

Applying in Maine

Applying for SafeLink Wireless Service in Maine is quick and easy, and by using the following website you can be approved in less than ten minutes.

To apply, just follow these steps:

- Access the application website at:
www.safelinkwireless.com/EnrollmentPublic/home.aspx
- Fill out the application on this website.
- Download the completed application for your records.

Write down the Enrollment ID that we provided when you fill out your application! With your ID you will be able to check on the status of your application here, or by calling them at 1-800-Safelink.

Long-term Care Ombudsman Program (LTCOP)

The Ombudsman program investigates complaints about long-term care services. Contact the program if:

- You have a concern about your rights as a nursing home or residential care facility resident or as a recipient of home care services.
- You have a complaint about nursing home, residential care, or home care services;

Your contact will be kept confidential and you may write or call without giving your name. For more information and publications call or write:

Long-term Care Ombudsman Program (LTCOP)

61 Winthrop St., Augusta, ME 04332

Voice	(207)621-1079
Toll Free	1-800-499-0229
Fax.....	(207)621-0509

www.maineombudsman.org

Native American Grants & Services

To find out about services available to Maine’s older Native Americans, contact one of the following:

Aroostook Band of Micmacs

7 Northern Road, Presque Isle, ME 04769

Voice	(207)764-1972
For Elders	(207)764-3286

www.micmac-nsn.gov

Houlton Band of Maliseet Indians

3 Clover Circle, Houlton, ME 04730

Voice	(207)532-4229
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www.maliseets.com/index.htm

Passamaquoddy Tribe at Indian Township

PO Box 301, Princeton, ME 04668

Voice (207)796-2301

Passamaquoddy Tribe at Pleasant Point

PO Box 343, Perry, ME 04667

Voice (207)853-2600

www.wabanaki.com

Penobscot Nation

12 Wabanaki Way, Indian Island, Old Town, ME 04468

Voice (207)827-7776

www.penobscotnation.org

Wabanaki Mental Health Association

(For Hancock, Penobscot, Piscataquis, and parts of Washington County, this association offers mental health services)

157 Park Street, Bangor, ME 04401

Voice (207)992-0411

For information about off-reservation services contact your local Area Agency on Aging, listed on pages 2-5.

Nursing Facility Care

To report a case of abuse, neglect or exploitation in a licensed facility call 1-800-383-2441.

Residential Care Facilities serve adults who may need supervision or assistance with their diet, medication, walking, bathing and dressing. Nursing facilities are for people who do not require hospital care but who need frequent nursing care and are dependent on others to do daily activities.

MaineCare, Medicare and other insurance (under certain conditions) may cover some or all of the costs of nursing facility care.

To find out if you are eligible for financial assistance, contact the Office of Family Independence at a Department of Health and Human Services District Office listed

on pages 23-26.

For more information about assisted living or nursing facility care call:

Community Services Licensing

- Voice (207)287-9300
- Toll Free 1-800-791-4080
- Nursing Facilities (207)287-9300

or

Office of Aging and Disability Services

#11 State House Station, Augusta, ME 04333

- Voice (207)287-9200
- Toll Free 1-800-262-2232
- Dial 711 (Maine Relay)

Nutrition/Meals

Community Meal Sites

There are almost 100 locations in the state where older citizens can enjoy a nutritious noon meal. Some of these sites serve meals daily, Monday through Friday. Other sites are open less often. Meal sites also sponsor programs on health, nutrition education, and other consumer issues.

Home Delivered Meals

In many areas of the state, volunteers and paid staff deliver meals to people who are homebound and unable to prepare meals for themselves. Special containers make sure that when the meal arrives, it is hot and ready to eat. In some cases, participants can opt to receive frozen meals to reheat at a later time.

Both nutrition programs are available to anyone 60 years of age or older, regardless of income. No fee is charged, but donations are encouraged. For more information on either of these programs, contact your local Area Agency on Aging listed on pages 2-5. You can also search for dining sites at:

<http://gateway.maine.gov/dhhs-apps/dining>

Maine Senior FarmShare

Eligibility Requirements:

To take part in the Senior FarmShare Program you must:

1. Be a Maine resident, 60 years old or older (55 if Native American)
2. Not be an immediate family member or live in the same household as the farmer
3. Meet income guidelines (updated annually).

(Note: If you have established eligibility in MaineCare, or Security Income, or Low Income Home Energy Assistance Program, or Low Income Drug Program, you automatically meet the income guidelines.)

If you are uncertain about your eligibility to participate in Maine Senior FarmShare, you should contact your local area agency on aging by calling the **ELDERS-1** toll-free number at **1-877-353-3771**.

Benefits of Farmshare

As a participant in the program, you are qualified to receive a free share (\$50 worth) of first-quality, fresh, local produce from a Maine farm for 8 weeks during the growing season. The variety of produce and method of delivery/pick-up will vary depending on which farm you choose to sign up with.

Maine Nutrition Network:

<http://usm.maine.edu/muskie/cutler/maine-nutrition-network>

Office of Aging and Disability Services

www.maine.gov/dhhs/oads/aging/community/nutrition.shtml

Fruits and Veggies Matters

www.fruitsandveggiesmatter.gov

Recipe Source

www.recipesource.com

Seasonal Availability of Produce in Maine

Different farms participating in the Maine Senior FarmShare program offer different types of fruits and vegetables. You should check with the farmer before signing up to be sure the farm's offerings will meet your needs. The fruits and vegetables will be available at different times during the growing season. Since the FarmShare program only includes Maine-grown produce, you should realize that you will not receive items such as bananas, oranges, lemons, and other tropical fruits

Contact Information

If you have any questions or concerns that your farmer is unable to answer, please contact your local area agency on aging by calling the **ELDERS-1** toll free number at **1-877-353-3771**.

Commodity Food Program

What is the CSFP?

The Commodity Food Program (CSFP) works to improve the health of low-income elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods. It provides food and administrative funds to States to supplement the diets of these individuals.

Elderly people are the population served by CSFP in Maine which provides food rather than the food vouchers.

CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the target population.

CSFP is administered at the Federal level by the USDA Food and Nutrition Service (FNS), an agency of the U.S. Department of Agriculture. An estimated 444,000 elderly people participated in the program in fiscal year (FY) 2008. As a newer program, Maine currently has over 3,000 participants.

How does the program operate?

USDA purchases food and makes it available to State agencies and Indian Tribal Organizations (ITOs), along with funds for administrative costs. In Maine, the state agencies that administer CSFP are both the Maine Department of Health and

Human Services and the Maine Department of Agriculture. State agencies store the food and distribute it to public and non-profit private local agencies.

Local agencies – such as Maine’s AAAs and the Western Maine Community Action Program determine the eligibility of applicants, distribute the foods, and provide nutrition education. Local agencies also provide referrals to other welfare, nutrition, and health care programs such as the Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program, Medicaid, and Medicare.

What are the requirements to get food through CSFP?

Elderly participants must reside in Maine. Maine has established an income limit for the elderly that is at or below 130 percent of the Federal Poverty Income Directorylines.

What foods are provided to participants?

Food packages include a variety of foods, such as non-fat dry and evaporated milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans or peas, canned meat or poultry or tuna, and canned fruits and vegetables.

Who should I contact for more information about CSFP?

For more information about this program, contact the Maine Office of Aging and Disability Services at 1-800-262-2232 or you can contact your local AAA who is the local CSFP Coordinating Agency.

Nutrition Program (SNAP)

Participants utilize an electronic benefits card to purchase food or garden seeds, to make voluntary contributions at meal sites, for home delivered meals available through Area Agencies on Aging or for meals in designated restaurants.

Eligibility is based on a number of factors including: citizenship; size of household; whether you are disabled; monthly household income and expenses, including medical expenses, and total assets.

Applications are available at many locations statewide including Department of Health and Human Services District Offices, Town Offices and Area Agencies on Aging. Applications can be requested by mail or telephone. Applications go to the Office of Integrated Access and Support at the district DHHS office nearest you. (See listing on pages 23-26 for address and phone number.) An older person can be interviewed for eligibility by telephone.

Area Agencies on Aging can help with completing a food stamp application. For more information, contact your local Area Agency on Aging at **1-877-353-3771**.

Office of Aging and Disability Services

Our Mission is to promote the highest level of independence for older adults and adults with disabilities. We prioritize the assurance of safety and well-being for all adults.

Office of Aging & Disability Services

#11 State House Station, Augusta, ME 04333-0011

- Voice (207)287-9200
- Toll Free Nationwide 1-800-262-2232
- Dial 711 (Maine Relay)

www.maine.gov/dhhs/oads

Sexual Assault Support Services

Maine’s Sexual Assault Support Programs, all of which belong to the Maine Coalition Against Sexual Assault, are for victims and survivors of sexual violence of all ages and their friends and families. These programs cover the entire state and provide:

- Support and advocacy for survivors of sexual violence, their families, and concerned others, including a 24-hour crisis and support line, support groups, crisis intervention and information, and referrals for mental health and other community resources.
- Support and advocacy for survivors who seek medical attention, report to the police, or engage with the criminal justice system, and support for their families and concerned others through these processes.
- Community awareness-building and education for all ages and audiences

on a range of topics, including root causes and impact of sexual violence; sexual harassment; drug-facilitated sexual assault; internet safety; personal body safety; and outreach for and about specific populations and audiences.

For more information or to access our 24 hour, confidential statewide sexual assault crisis and support line, please call:

Toll Free 1-800-871-7741

TTY 1-800-458-5599

Substance Abuse and Mental Health Services (SAMHS)

Crisis Number

Toll Free 1-888-568-1112

Intentional Warm Line

Voice (207)287-2595

Toll Free 1-866-771-WARM(9276)

Information & Resource Center

Toll Free 1-800-499-0027

Dial 711 (Maine Relay)

www.maine.gov/dhhs/samhs

Behavioral Health services may include: case management, crisis intervention, counseling, medication review, medication assisted treatment, residential treatment, employment supports, housing supports, intensive outpatient, and inpatient treatment.

Peer Support and Recovery services may include: recovery centers, peer centers, peer support groups, peer crisis respite services, and intentional peer supports.

The Intentional Warm Line offers telephone support during challenging times and non-crisis situations. The goal is not to be tied to the Intentional Warm Line, but to be encouraged to build a life that is lived in the community of choice. Callers will receive support, social connection, assistance with referrals to community

resources, recovery programs and an opportunity to connect with others during a time of fear, grief or sadness.

The Maine Warmline toll free number is: 1-866-771-9276 or 1-866-771-WARM

The key elements of the Intentional Warm Line service are

- Access: 24 Hours a day - 365 days a year
- Belief: In the hope and potential of Recovery
- Commitment: To practice and model Intentional Peer Support
- Encourage: Community Integration

For more information about services in your area contact the Department of Health and Human Services at one of its district offices for mental health services:

Region I

161 Marginal Way, Portland, ME 04101

Voice	(207)822-0126
Toll Free	1-800-482-7520
Dial 711	(Maine Relay)

Region II

41 Anthony Avenue, Augusta, ME 04333

Voice	(207)287-9170
Toll Free	1-800-675-1828
Dial 711	(Maine Relay)

200 Main Street, Lewiston ME 04240

Voice	(207)795-4300
Toll Free	1-800-482-7517
Dial 711	(Maine Relay)

91 Camden Street Suite 103, Rockland ME 04841

Voice	(207)596-4302
Toll Free	1-800-432-7802
Dial 711	(Maine Relay)

Region III

176 Hogan Road, Bangor, ME 04401
30 Skyway Drive, Caribou ME 04736
53 Prescott Drive Suite 3, Machias ME 04654

Voice (207)941-4360
Toll Free 1-800-963-9491
Dial 711 (Maine Relay)

For information concerning eligibility as a veteran, call:

Togus Patient Advocate

Voice (207)623-8411(X 5760)

NAMI Maine (National Alliance on Mental Illness) sponsors support groups throughout the state for people who have a mental illness (peers) and for family members and friends. NAMI support groups provide a safe place for people to share their stories about their struggles with mental illness and learn from others.

The NAMI Maine help line, **1-800-464-5767** - is a confidential non-crisis help line, available Monday through Friday, between 8:00 am and 4:30 pm.

www.namimaine.org

NAMI can help:

- Navigate the mental health or criminal justice systems
- Understand your rights
- Talk through the issues that are of concern
- Figure out where to get the assistance you need or who to talk to next
- Find a service in Maine or elsewhere
- Get information about a law, a program, or a policy

Mental Health Service Providers

Aroostook Mental Health Center

One Vaughn Place, PO Box 1018, Caribou, ME 04736

Voice (207)498-6431
TTY (207)764-3903

Community Counseling Center

165 Lancaster St., Portland, ME 04101

Voice (207)874-1030
Dial 711 (Maine Relay)

TTY (207)874-1043

Community Health & Counseling Services

42 Cedar Street, PO Box 425, Bangor, ME 04401

Voice (207)947-0366

Toll Free 1-800-924-0366

TTY (207)990-4730

Tri-County Mental Health Center

1155 Lisbon Street, PO Box 2008, Lewiston, ME 04241-2008

Voice/TTY (207)783-9141

Toll Free 1-800-787-1155

Health Reach Network, Me General Counseling & Act Team

9 Green Street, Augusta, ME 04330

Voice/TTY (207)621-3700

Dial 711 (Maine Relay)

Mid-Coast Mental Health Center

PO Box 526, 12 Union Street, Rockland, ME 04841

Voice (207)701-4400

Toll Free 1-800-540-2072

TTY (207)594-4975

Northern Maine Medical Center Aroostook Home Health

345 Market Street, PO Box 8, Fort Kent Mills, ME 04744

Voice (207)834-4006

Toll Free 1-888-834-2990

Aftercare Program 1-877-688-9977

Washington County Psychotherapy Associates

BMHI Campus, PO Box 926, Bangor, ME 04401

Voice (207)941-4293

Support Groups

Support groups are a way to share problems or concerns with others and to receive emotional support after a death, divorce, or during a family member's chronic or terminal illness. For more information regarding various support groups in your area, contact your local Area Agency on Aging, listed on pages 2-5.

Transportation Services

Buses, vans, or individual drivers can help you get to doctors' offices, clinics and pharmacies in most areas of the state. Advance notice is required for some of these arrangements. For information, contact the regional social services transportation provider in your area, or contacts your local Area Agency on Aging, listed on pages 2-5.

Transportation Providers

If you would like more information on Non-emergency Transportation Services, please go to:

www.maine.gov/dhhs/oms/nemt/nemt_index.html

Aroostook Regional Transportation System

Local bus service	(207)764-3384
Toll Free	1-800-442-3320
Medicaid Mileage Reimbursement	1-800-621-1011

Coastal Transportation Services

Rockland Area	(207)596-6605
Toll Free	1-800-289-6605
Bath Area Toll Free	1-800-444-6207

Community Concepts Transportation

Auburn	(207)795-6073
Farmington	(207)779-0594
Rumford	(207)364-3685
South Paris	(207)743-6905

Downeast Transportation

Ellsworth Area (207)667-5796

Freeport Transit, Inc.

Voice (207)865-9494

Portland (207)865-9400

Kennebec Valley Community Action Program

Toll Free 1-800-542-8227

Augusta (207)622-4761

Waterville (207)873-2122

Skowhegan (207)474-8487

Penquis Community Action Program (Penobscot& Piscataquis Counties)

Toll Free 1-866-853-5969

Bangor (207)973-3695

Western Maine Transportation Services

Auburn (207)784-9335

Lisbon 1-800-393-9335

Regional Transportation Program (Portland & Cumberland County)

Voice (207)774-2666

Waldo County Transportation

Belfast (207)338-4769

Washington-Hancock Community Agency

Milbridge (207)546-7544

Toll Free 1-800-828-7544

West Transportation, Inc.

Milbridge (207)546-2823

York County Community Action Program

Sanford (207)324-5762

Independent Transportation Network

Portland, 90 Bridge St. / PO Box 1279, Westbrook, Me. 04098

Voice (207)854-0505

Veterans Services

Veterans Administration

To find out if you are eligible for certain health and counseling services available through the Veterans Administration at Togus, call or write:

Togus Patient Advocate

Veterans Administration Center and Hospital, Augusta, ME 04330

Voice (207)623-8411 (X 5760)

Toll Free Switchboard and all Extensions 1-877-421-8263

Toll Free Veterans Benefits 1-800-827-1000

State Division of Veterans Services

The State Division of Veterans Services can provide assistance in the following areas:

- Employment
- Housing
- Claims applications
- Financial assistance and loans
- Counseling
- Educational benefits
- Tax and various other exemptions

For more information, call or write:

Division of Veterans Services

#117 State House Station, Augusta, ME 04333

Voice (207)430-6035

www.maine.gov/dvem/bvs

U.S. Department of Veteran Affairs:

www.va.gov

Volunteering

There are many ways that older people can volunteer their time and skills. The programs listed below are a few that may interest you. Along with this list, many other volunteer opportunities exist within your local Area Agency on Aging/Aging and Disability Resource Center.

Foster Grandparent Program

The Foster Grandparent Program provides part-time (20 hours a week) volunteer opportunities for people with low income age 60 and older to serve children with special or exceptional needs in their homes, schools, day care centers, institutions, hospitals, correctional facilities or specialized programs for developmentally disabled children. Volunteers receive a small stipend.

Contact the Foster Grandparent Program at the following locations:

(For all counties except York and Cumberland)

Penquis FGP

262 Harlow Street, PO Box 1162, Bangor, ME 04402-1162

Voice (207)973-3684

Toll Free 1-800-215-4942 (X3684)

(In York and Cumberland Counties)

Foster Grandparent & Senior Companion Program

510 Cumberland Ave, Portland, ME 04102

Voice (207)773-0202

www.maineservicecommission.gov/national-service/foster-grandparents

Long-term Care Ombudsman Program

A Volunteer Ombudsman visits residents in long-term care facilities. “Ombudsman” (pronounced om-budz-man) is a Swedish word that means citizen representative.

A Volunteer Ombudsman:

- Visits residents on a regular basis.
- Listens to residents’ concerns and problems while having a friendly visit.
- Reports to the Program Staff for guidance while they try to respond to the needs of the residents.

Retired and Senior Volunteer Program (RSVP)

The RSVP program matches volunteers aged 55 or older with community service jobs such as delivering meals, providing companionship to homebound individuals and teaching in literacy programs. RSVP volunteers also serve at the Maine State Museum, in local schools, libraries, nursing homes and hospitals.

Aroostook RSVP

33 Davis Street, PO Box 1288, Presque Isle, ME 04769

Voice (207)764-6184

ITN America

90 Bridge Street Suite 105, Westbrook, Me 04092

Voice (207)857-9001

Fax (207)857-9199

Penquis Coastal

170 Pleasant Street, Suite A, Rockland, ME 04841

Voice (207)596-0361

Health Reach RSVP

PO Box 829, Waterville, ME 04903-0829

Voice (207)861-3400

UMaine Center on Aging RSVP

Camden Hall, 25 Texas Avenue, Bangor, ME 04401-4221

Voice (207)262-7926

Southern Maine RSVP

136 Route 1, Scarborough, ME 04074

Voice 207)396-6500

www.maineservicecommission.gov/national-service/retired-senior-volunteer-program

Senior Companion Program

The Senior Companion Program provides a part-time (20 hours per week) volunteer opportunity for people with low income age 60 and over. These volunteers work with adults with special needs. A small stipend is provided to volunteers who are income eligible.

Contact the Senior Companion Program at the following for all counties except York and Cumberland locations:

UMaine Cooperative Extension Senior Companion Program

University of Maine, 5717 Corbett Hall, Room 304, Orono, ME 04469-5717

Voice (207)581-3326

(In York and Cumberland)

Opportunity Alliance Prop and Senior Volunteer Program

510 Cumberland Ave., Portland, ME 04101

Voice (207)773-0202

umaine.edu/seniorcompanion

Service Corps of Retired Executives (SCORE)

This organization of volunteers is supported by the U.S. Small Business Administration (SBA). SCORE recruits executives who are retired from business to use their past experience to counsel people who are starting up or running small businesses. Volunteers receive travel expenses.

SCORE offices are listed below:

Augusta SCORE

Federal Building & Post Office, 67 Sewall Street, Augusta, ME 04330

Voice (207)622-8509

www.scoremaine.org

Bangor SCORE

Federal Buiding #230, 202 Harlow Street, Bangor, ME

Voice (207)942-0103

<http://bangor.score.org>

Lewiston/Auburn SCORE

415 Lisbon St., Lewiston, ME 04240

Voice (207)782-3708

<http://centralmaine.score.org>

Downeast Maine SCORE

248 State Street, Ellsworth, ME 04605

Voice (207)667-5800

<http://downeastmaine.score.org>

Oxford Hills SCORE

2 Market Square, South Paris, ME 04281

Voice (207)743-0499

<http://oxfordhills.score.org>

Portland SCORE

100 Middle Street, Portland, Maine 04101

Voice (207)772-1147

<http://portlandme.score.org>

Western Mountains SCORE

60 Lowell Street, P.O. Box 8, Rumford, ME 04276

Voice (207)364-3123

http://www.scoremaine.org/pages/west_mtn.htm

NON-DISCRIMINATION NOTICE

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 1981, 2000d et seq.) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), the Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.), Title II of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12131 et seq.), and Title IX of the Education Amendments of 1972, (34 C.F.R. Parts 100, 104, 106 and 110), the Maine Department of Health and Human Services does not discriminate on the basis of sex, race, color, national origin, disability or age in admission or access to, or treatment or employment in its programs and activities. We are committed to providing services to people who have Limited English Proficiency (LEP) To LEP individuals seeking services from DHHS, qualified interpreters are available at no cost to the client to help communicate with the department.

A Civil Rights Compliance Coordinator, has been designated to coordinate our efforts to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84, and 91), the Department of Justice regulations (28 C.F.R. part 35), and the U.S. Department of Education regulations (34 C.F.R. Part 106) implementing these Federal laws. Inquiries concerning the application of these regulations and our grievance procedures for resolutions of complaints alleging discrimination may be referred to Civil Rights Compliance Coordinator at 221 State Street, Augusta, ME 04333, Telephone number: (207) 287-4289 (Voice) or 1-800-606-0215 (TTY), or the Assistant Secretary of the Office of Civil Rights of the applicable department (e.g. the Department of Education), Washington, D.C.

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Office of Aging and Disability Services



*Aging and Disability
Services*

*An Office of the
Department of Health and Human Services*

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner